

GRI Content Index



GRI Standard	Disclosure	Page number(s) and/or URL(s)	Part Omitted	Reason	Omission	Explanation	
GRI 101: Foundation 2016							
General Disclosures							
GRI 102: General Disclosures 2016	Organizational profile						
	102-1 Name of the organization	Our Business					
	102-2 Activities, brands, products, and services	Our Business					
	102-3 Location of headquarters	Our Business					
	102-4 Location of operations	Our Business					
	102-5 Ownership and legal form	Our Business					
	102-6 Markets served	Our Business					
	102-7 Scale of the organization	Our Business					
	102-8 Information on employees and other workers		Human Capital - Managing our workforce - Our workforce				
			Human Capital - Managing our workforce - Our workforce				
			Human Capital - Managing our workforce - Enhancing employee well-being				
	102-9 Supply chain		Human Capital - Promoting diversity and equal opportunity - Diversity, inclusion and gender equality				
			Our Business				
	102-10 Significant changes to the organization and its supply chain		Manufactured Capital - Procuring responsibly - Working in partnership				
			Our Business				
	102-11 Precautionary Principle or approach	Manufactured Capital - Procuring responsibly - Working in partnership					
	102-12 External initiatives	Our Management Approach - Managing Natural Capital - Group-wide Our Management Approach					
102-13 Membership of associations	Social and Relationship Capital - Facilitating informed engagement - Collaborating with industry and professional organisations						
EU1 Installed capacity, broken down by primary energy source and by regulatory regime	Social and Relationship Capital - Facilitating informed engagement - Collaborating with industry and professional organisations						
EU2 Net energy output, broken down by primary energy source and by regulatory regime	Manufactured Capital - Powering our communities - Power generation						
EU3 Number of residential, industrial, institutional and commercial customer accounts	Data and Downloads - Generation Performance of Our Assets						
EU4 Length of above and underground transmission and distribution lines by regulatory regime	Manufactured Capital - Powering our communities - Power generation						
EU5 Allocation CO ₂ e emissions allowances or equivalent, broken down by carbon trading framework	Data and Downloads - Generation Performance of Our Assets						
Strategy	Manufactured Capital - Serving our customers - Customer portfolio						
102-14 Statement from senior decision-maker	Manufactured Capital - Powering our communities - Transmission and distribution						
102-15 Key impacts, risks, and opportunities	Natural Capital - Transitioning to a low carbon future - Upcoming carbon schemes						
Ethics and integrity							
102-16 Values, principles, standards, and norms of behavior	Chairman & CEO Message						
102-17 Mechanisms for advice and concerns about ethics		Trends and Drivers					
		Sustainability at CLP - Our Value Framework					
		Our Management Approach - Corporate Governance - Code of Conduct					
		Our Management Approach - Corporate Governance - Code of Conduct					

Governance					
102-18	Governance structure	Our Management Approach - Corporate Governance - CLP Board and Board Committees			
102-19	Delegating authority	Our Management Approach - Corporate Governance - CLP Board and Board Committees			
102-20	Executive-level responsibility for economic, environmental, and social topics	Sustainability at CLP - Our Sustainability Governance - Sustainability Executive Committee			
102-21	Consulting stakeholders on economic, environmental, and social topics	Home - About this report - Materiality for 2017 and stakeholder concerns			
102-22	Composition of the highest governance body and its committees	Our Management Approach - Corporate Governance - CLP Board and Board Committees			
102-23	Chair of the highest governance body	Our Management Approach - Corporate Governance - CLP Board and Board Committees			
102-24	Nominating and selecting the highest governance body	Our Management Approach - Corporate Governance - CLP Board and Board Committees			
102-25	Conflicts of interest	Our Management Approach - Corporate Governance - Corporate Governance Framework and Code			
102-26	Role of highest governance body in setting purpose, values, and strategy	Our Management Approach - Corporate Governance - CLP Board and Board Committees			
102-27	Collective knowledge of highest governance body	Our Management Approach - Corporate Governance - Corporate Governance Framework and Code			
102-28	Evaluating the highest governance body's performance	Our Management Approach - Corporate Governance - Corporate Governance Framework and Code			
102-29	Identifying and managing economic, environmental, and social impacts	Sustainability at CLP - Our Sustainability Governance - Board Committees			
102-30	Effectiveness of risk management processes	Sustainability at CLP - Our Sustainability Governance - Board Committees			
102-31	Review of economic, environmental, and social topics	Sustainability at CLP - Our Sustainability Governance - Board Committees			
102-32	Highest governance body's role in sustainability reporting	Sustainability at CLP - Our Sustainability Governance - Board Committees			
102-33	Communicating critical concerns	Home - About this report - Materiality for 2017 and stakeholder concerns			
102-34	Nature and total number of critical concerns	Home - About this report - Materiality for 2017 and stakeholder concerns			
102-35	Remuneration policies	Our Management Approach - Corporate Governance - Corporate Governance Framework and Code			
102-36	Process for determining remuneration	Our Management Approach - Corporate Governance - Corporate Governance Framework and Code			
102-37	Stakeholders involvement in remuneration	Our Management Approach - Corporate Governance - Corporate Governance Framework and Code			
102-38	Annual total compensation ratio	Human Capital - Managing our workforce - Competitive and sustainable benefits	Nil	All	Not applicable We will consider disclosures upon establishment of common global standard of these metrics.
102-39	Percentage increase in annual total compensation ratio		Nil	All	Not applicable We will consider disclosures upon establishment of common global standard of these metrics.
Stakeholder engagement					
102-40	List of stakeholder groups	Our Management Approach - Managing Social and Relationship Capital - Stakeholder engagement			
102-41	Collective bargaining agreements	Human Capital - Maintaining labour relations			
102-42	Identifying and selecting stakeholders	Our Management Approach - Managing Social and Relationship Capital - Stakeholder engagement			
102-43	Approach to stakeholder engagement	Our Management Approach - Managing Social and Relationship Capital - Stakeholder engagement			
102-44	Key topics and concerns raised	Home - About this report - Materiality for 2017 and stakeholder concerns Data and Downloads - Stakeholder Key Concerns or Interests Table			

Reporting practice		
	102-45 Entities included in the consolidated financial statements	Home - About this report - Reporting Period and Scope
	102-46 Defining report content and topic Boundaries	Home - About this report - Materiality for 2017 and stakeholder concerns Our Management Approach - Materiality Assessment
	102-47 List of material topics	Home - About this report - Materiality for 2017 and stakeholder concerns
	102-48 Restatements of information	Human Capital - Ensuring health and safety - Safety performance in 2017 Data and Downloads - Key Performance Data - Safety
	102-49 Changes in reporting	Home - About this report - Reporting Period and Scope Data and Downloads - Impacts along our value chain
	102-50 Reporting period	Home - About this report - Reporting Period and Scope
	102-51 Date of most recent report	Home - About this report - Reporting Period and Scope
	102-52 Reporting cycle	Home - About this report - Reporting Period and Scope
	102-53 Contact point for questions regarding the report	Contact Us
	102-54 Claims of reporting in accordance with the GRI Standards	Home - About this report - Reporting framework and content indices
	102-55 GRI content index	Data and Downloads - GRI Content Index
	102-56 External assurance	Home - About this report - Data verification
Material Topics		
GRI 200 Economic Standard Series		
Economic Performance		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Financial Capital - Financial performance
	103-2 The management approach and its components	Our Management Approach - Managing Financial Capital - Financial performance
	103-3 Evaluation of the management approach	Our Management Approach - Managing Financial Capital - Financial performance
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Financial Capital - Sharing the economic value generated
	201-2 Financial implications and other risks and opportunities due to climate change	Trends and Drivers - Global Trends - Climate change
	201-3 Defined benefit plan obligations and other retirement plans	Human Capital - Managing our workforce - Competitive and sustainable benefits
	201-4 Financial assistance received from government	Social and Relationship Capital - Facilitating informed engagement - Public policy positions
Market Presence		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Human Capital - Employment
	103-2 The management approach and its components	Our Management Approach - Managing Human Capital - Employment
	103-3 Evaluation of the management approach	Our Management Approach - Managing Human Capital - Employment
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Human Capital - Managing our workforce - Competitive and sustainable benefits
	202-2 Proportion of senior management hired from the local community	Our Management Approach - Managing Human Capital - Employment
Indirect Economic Impacts		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Financial Capital - Sharing the economic value generated
	103-2 The management approach and its components	Financial Capital - Sharing the economic value generated
	103-3 Evaluation of the management approach	Financial Capital - Sharing the economic value generated
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Financial Capital - Sharing the economic value generated
	203-2 Significant indirect economic impacts	Financial Capital - Sharing the economic value generated
Procurement Practices		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Manufactured Capital - Procurement practices
	103-2 The management approach and its components	Our Management Approach - Managing Manufactured Capital - Procurement practices
	103-3 Evaluation of the management approach	Our Management Approach - Managing Manufactured Capital - Procurement practices
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Manufactured Capital - Procuring responsibly - Working in partnership
Anti-corruption		
GRI 103: Management	103-1 Explanation of the material topic and its Boundary	Sustainability at CLP - Compliance and Beyond - Code of Conduct and Anti-corruption

Approach 2016	103-2 The management approach and its components	Financial Capital - Growing our business - Upholding our values under difference context Sustainability at CLP - Compliance and Beyond - Code of Conduct and Anti-corruption			
	103-3 Evaluation of the management approach	Financial Capital - Growing our business - Upholding our values under difference context Sustainability at CLP - Compliance and Beyond - Code of Conduct and Anti-corruption			
	GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption 205-2 Communication and training about anti-corruption policies and procedures 205-3 Confirmed incidents of corruption and actions taken	Sustainability at CLP - Compliance and Beyond - Code of Conduct and Anti-corruption Sustainability at CLP - Compliance and Beyond - Code of Conduct and Anti-corruption Sustainability at CLP - Compliance and Beyond - Code of Conduct and Anti-corruption		
Anti-competitive Behavior					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Corporate Governance - Regulatory compliance Financial Capital - Growing our business - Upholding our values under difference context			
	103-2 The management approach and its components	Our Management Approach - Corporate Governance - Regulatory compliance Financial Capital - Growing our business - Upholding our values under difference context			
	103-3 Evaluation of the management approach	Our Management Approach - Corporate Governance - Regulatory compliance Financial Capital - Growing our business - Upholding our values under difference context			
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Sustainability at CLP - Compliance and Beyond - Legal compliance			
GRI 300 Environmental Standards Series					
Materials					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Natural Capital - Energy and greenhouse gas emissions			
	103-2 The management approach and its components Sector Specific: Long-term strategy for managing and phasing out high level and low level in-service PCBs	Our Management Approach - Managing Natural Capital - Energy and greenhouse gas emissions			
	103-3 Evaluation of the management approach	Our Management Approach - Managing Natural Capital - Energy and greenhouse gas emissions			
GRI 301: Materials 2016	301-1 Materials used by weight or volume Sector Specific: Report in-use inventory of solid and liquid high level and low level PCBs contained in equipment	Natural Capital - Lowering GHG emissions - Fuel use			
	301-2 Recycled input materials used	Natural Capital - Using our resources efficiently - Waste			
	301-3 Reclaimed products and their packaging materials	Nil	All	Not applicable	At CLP, our primary product is electricity, which requires no packaging for delivery to customers. Packaging material used for auxiliary products only accounts for an immaterial amount. The nature of electricity also does not allow recalls of our primary product.
Energy					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Natural Capital - Energy and greenhouse gas emissions			
	103-2 The management approach and its components	Our Management Approach - Managing Natural Capital - Energy and greenhouse gas emissions			
	103-3 Evaluation of the management approach	Our Management Approach - Managing Natural Capital - Energy and greenhouse gas emissions			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Manufactured Capital - Powering our communities - Power generation Natural Capital - Lowering GHG emissions - Fuel use			
	302-2 Energy consumption outside of the organization	Manufactured Capital - Powering our communities - Power generation			
	302-3 Energy intensity	Manufactured Capital - Powering our communities - Power generation			

	302-4 Reduction of energy consumption	Manufactured Capital - Optimising operational efficiency - Operational efficiency improvement
	302-5 Reductions in energy requirements of products and services	Manufactured Capital - Optimising operational efficiency - Operational efficiency improvement
Water		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Natural Capital - Water
	103-2 The management approach and its components Sector Specific: Collaborative approaches to manage watersheds and reservoirs and long-term planning for securing water resources	Our Management Approach - Managing Natural Capital - Water
	103-3 Evaluation of the management approach	Our Management Approach - Managing Natural Capital - Water
GRI 303: Water 2016	303-1 Water withdrawal by source Sector Specific: Overall water usage for processing, cooling and consumption in thermal and nuclear power plants, including use of water in ash handling and coal cleaning	Natural Capital - Using our resources efficiently - Water
	303-2 Water sources significantly affected by withdrawal of water	Natural Capital - Using our resources efficiently - Water
	303-3 Water recycled and reused	Natural Capital - Using our resources efficiently - Water
Biodiversity		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Natural Capital - Biodiversity
	103-2 The management approach and its components Sector Specific: Approaches for pest and vegetation management along transmission and distribution corridors	Our Management Approach - Managing Natural Capital - Biodiversity
	103-3 Evaluation of the management approach	Our Management Approach - Managing Natural Capital - Biodiversity
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Natural Capital - Biodiversity
	304-2 Significant impacts of activities, products, and services on biodiversity Sector Specific: Nature of significant direct and indirect impacts on biodiversity regarding maintenance of transmission line corridors, fragmentation and isolation, as well as impacts of thermal discharge	Natural Capital - Biodiversity
	304-3 Habitats protected or restored	Natural Capital - Biodiversity
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Natural Capital - Biodiversity
Emissions		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Natural Capital - Energy and greenhouse gas emissions
	103-2 The management approach and its components	Our Management Approach - Managing Natural Capital - Energy and greenhouse gas emissions
	103-3 Evaluation of the management approach	Our Management Approach - Managing Natural Capital - Energy and greenhouse gas emissions

GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions Sector Specific: CO2e per MWh, breakdown by regulatory regime, for net generation from generating capacity, fossil fuel generation and estimated net delivery to end users including emissions from own generation	<u>Natural Capital - Lowering GHG emissions - Emissions</u>			
	305-2 Energy indirect (Scope 2) GHG emissions Sector Specific: CO2e per MWh, breakdown by regulatory regime, for estimated net delivery to end users including emissions from own generation	<u>Natural Capital - Lowering GHG emissions - Emissions</u>			
	305-3 Other indirect (Scope 3) GHG emissions	N/A	All	Information unavailable	We completed a study in 2017 to confirm that our most material scope 3 GHG emissions on an equity basis were less than 30% of our total GHG emissions. We will explore the possibility of commencing Scope 3 reporting in the next reporting cycle.
	305-4 GHG emissions intensity	<u>Natural Capital - Lowering GHG emissions - Emissions</u>			
	305-5 Reduction of GHG emissions	<u>Natural Capital - Lowering GHG emissions - Emissions</u>			
	305-6 Emissions of ozone-depleting substances (ODS)	N/A	All	Not applicable	Not material – CLP’s ODS inventory volume is very small. All ODS in our inventory is enclosed on machinery and CLP is in the process of phasing out all use of ODS.
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions Sector Specific: NOx, SOx and other significant air emissions per MWh for net generation from generating capacity and combustion power plants	<u>Natural Capital - Lowering GHG emissions - Emissions</u>			
Effluents and Waste					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	<u>Our Management Approach - Managing Natural Capital - Water</u>			
		<u>Our Management Approach - Managing Natural Capital - Waste</u>			
	103-2 The management approach and its components Sector Specific: Management strategy and storage methods for different types of radioactive nuclear waste	<u>Our Management Approach - Managing Natural Capital - Water</u>			
GRI 306: Effluents and Waste 2016	103-3 Evaluation of the management approach	<u>Our Management Approach - Managing Natural Capital - Waste</u>			
		<u>Our Management Approach - Managing Natural Capital - Water</u>			
		<u>Our Management Approach - Managing Natural Capital - Waste</u>			
	306-3 Significant spills	<u>Natural Capital - Using our resources efficiently - Waste</u>			
	306-4 Transport of hazardous waste	<u>Natural Capital - Using our resources efficiently - Waste</u>			
306-5 Water bodies affected by water discharges and/or runoff	<u>Our Management Approach - Managing Natural Capital - Water</u>				
Environmental Compliance					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	<u>Our Management Approach - Corporate Governance - Regulatory compliance</u>			

GRI 307: Environmental Compliance 2016	103-2 The management approach and its components	Our Management Approach - Corporate Governance - Regulatory compliance
	103-3 Evaluation of the management approach	Our Management Approach - Corporate Governance - Regulatory compliance
	307-1 Non-compliance with environmental laws and regulations	Sustainability at CLP - Compliance and Beyond - Legal compliance
Supplier Environmental Assessment		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Manufactured Capital - Procurement practices
	103-2 The management approach and its components	Our Management Approach - Managing Manufactured Capital - Procurement practices
	103-3 Evaluation of the management approach	Our Management Approach - Managing Manufactured Capital - Procurement practices
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Manufactured Capital - Procuring responsibly - Responsible procurement
	308-2 Negative environmental impacts in the supply chain and actions taken	Manufactured Capital - Procuring responsibly - Responsible procurement
GRI 400 Social Standards Series		
Employment		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Human Capital - Employment
	103-2 The management approach and its components Sector Specific: Programs and processes to ensure the availability of a skilled workforce Policies and requirements regarding health and safety of employees and employees of contractors and subcontractors	Our Management Approach - Managing Human Capital - Employment
	103-3 Evaluation of the management approach	Our Management Approach - Managing Human Capital - Employment
GRI 401: Employment 2016	401-1 New employee hires and employee turnover Sector Specific: Average length of tenure of employees leaving employment during the reporting period, breakdown by gender and age group	Human Capital - Managing our workforce - Enhancing employee well-being
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Our Management Approach - Managing Human Capital - Human rights
	401-3 Parental leave	Human Capital - Managing our workforce - Implementing family friendly policies
	EU15 Percentage of employees eligible to retire in the next 5 and 10 years broken down by job category and by region	Human Capital - Building capability - Training and development
	EU17 Days worked by contractor and subcontractor employees involved in construction, operation & maintenance activities	Human Capital - Ensuring health and safety - Safety performance in 2017
	EU18 Percentage of contractor and subcontractor employees that have undergone relevant health and safety training	Our Management Approach - Managing Manufactured Capital-HSSE - Occupational Health and Safety (OHS)
Labor/Management Relations		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Human Capital - Labour relations
	103-2 The management approach and its components	Our Management Approach - Managing Human Capital - Labour relations
	103-3 Evaluation of the management approach	Our Management Approach - Managing Human Capital - Labour relations
GRI 402: Labor/Management Relations 2016	402-1 Minimum notice periods regarding operational changes	Human Capital - Maintaining labour relations
Occupational Health and Safety		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Manufactured Capital-HSSE - Occupational Health and Safety (OHS)
	103-2 The management approach and its components	Our Management Approach - Managing Manufactured Capital-HSSE - Occupational Health and Safety (OHS)

GRI 403: Occupational Health and Safety 2016	103-3 Evaluation of the management approach	Our Management Approach - Managing Manufactured Capital-HSSE - Occupational Health and Safety (OHS)			
	403-1 Workers representation in formal joint management-worker health and safety committees	Our Management Approach - Managing Manufactured Capital-HSSE - Occupational Health and Safety (OHS)			
	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities Sector Specific: Health and safety performance of contractors and subcontractors working onsite or on behalf of the organisation off-site	Human Capital - Ensuring health and safety - Safety performance in 2017			
	403-3 Workers with high incidence or high risk of diseases related to their occupation	Our Management Approach - Managing Manufactured Capital-HSSE - Safety and Nuclear Power			
	403-4 Health and safety topics covered in formal agreements with trade unions	Nil	All	Information unavailable	We do not collect this information at this time.
Training and Education					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Human Capital - Capability building			
	103-2 The management approach and its components	Our Management Approach - Managing Human Capital - Capability building			
	103-3 Evaluation of the management approach	Our Management Approach - Managing Human Capital - Capability building			
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Data and Downloads - Key Performance Data			
	404-2 Programs for upgrading employee skills and transition assistance programs	Human Capital - Building capability - Training and development			
	404-3 Percentage of employees receiving regular performance and career development reviews	Human Capital - Building capability - Training and development			
Diversity and Equal Opportunity					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Human Capital - Diversity and equal opportunity			
	103-2 The management approach and its components	Our Management Approach - Managing Human Capital - Diversity and equal opportunity			
	103-3 Evaluation of the management approach	Our Management Approach - Managing Human Capital - Diversity and equal opportunity			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Human Capital - Promoting diversity and equal opportunity - Diversity, inclusion and gender equality			
	405-2 Ratio of basic salary and remuneration of women to men	Human Capital - Promoting diversity and equal opportunity - Diversity, inclusion and gender equality			
Non-discrimination					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Human Capital - Diversity and equal opportunity			
	103-2 The management approach and its components	Our Management Approach - Managing Human Capital - Diversity and equal opportunity			
	103-3 Evaluation of the management approach	Our Management Approach - Managing Human Capital - Diversity and equal opportunity			
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Human Capital - Promoting diversity and equal opportunity - Discrimination and Harassment			
Freedom of Association and Collective Bargaining					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Human Capital - Labour relations			
	103-2 The management approach and its components Sector Specific: Management mechanisms to address the right to organise, bargain and strike	Our Management Approach - Managing Human Capital - Labour relations			
	103-3 Evaluation of the management approach	Our Management Approach - Managing Human Capital - Labour relations			
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Our Management Approach - Managing Human Capital - Labour relations			
Child Labor					
		Manufactured Capital - Procuring responsibly - Responsible procurement			

GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Human Capital - Human Rights
	103-2 The management approach and its components	Our Management Approach - Managing Human Capital - Human Rights
	103-3 Evaluation of the management approach	Our Management Approach - Managing Human Capital - Human Rights
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Human Capital - Respecting human rights - Child and forced labour
		Manufactured Capital - Procuring responsibly - Responsible procurement
Forced or Compulsory Labor		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Human Capital - Human Rights
	103-2 The management approach and its components	Our Management Approach - Managing Human Capital - Human Rights
	103-3 Evaluation of the management approach	Our Management Approach - Managing Human Capital - Human Rights
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Human Capital - Respecting human rights - Child and forced labour
		Manufactured Capital - Procuring responsibly - Responsible procurement
Security Practices		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Manufactured Capital-HSSE - Security
	103-2 The management approach and its components	Our Management Approach - Managing Manufactured Capital-HSSE - Security
	103-3 Evaluation of the management approach	Our Management Approach - Managing Manufactured Capital-HSSE - Security
GRI 410: Security Practices 2016	410-1 Security personnel trained in human rights policies or procedures	Our Management Approach - Managing Manufactured Capital-HSSE - Security
Rights of Indigenous Peoples		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Corporate Governance - Regulatory compliance
	103-2 The management approach and its components	Our Management Approach - Corporate Governance - Regulatory compliance Social and Relationship Capital - Empowering communities - Our programme highlights
	103-3 Evaluation of the management approach	Our Management Approach - Corporate Governance - Regulatory compliance
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	Sustainability at CLP - Compliance and Beyond - Legal compliance
Human Rights Assessment		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Human Capital - Human Rights
	103-2 The management approach and its components	Our Management Approach - Managing Human Capital - Human Rights
	103-3 Evaluation of the management approach	Our Management Approach - Managing Human Capital - Human Rights
GRI 412: Human Rights Assessment 2016	412-1 Operations that have been subject to human rights reviews or impact assessments	Human Capital - Respecting human rights - Human rights
	412-2 Employee training on human rights policies or procedures	Human Capital - Respecting human rights - Human rights
	412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Our Business - 2017 Portfolio changes
Local Communities		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Social and Relationship Capital - Community Investment

	103-2 The management approach and its components Sector Specific: Stakeholder participation in the decision making process related to energy planning and infrastructure development Approach to managing the impacts of displacement. Explanation of whether the organisation's programmes for managing community impacts have been effective in mitigating negative impacts and maximising positive impacts.	<u>Our Management Approach - Managing Social and Relationship Capital - Community Investment</u>
	103-3 Evaluation of the management approach	<u>Our Management Approach - Managing Social and Relationship Capital - Community Investment</u>
	GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs 413-2 Operations with significant actual and potential negative impacts on local communities EU22 Number of people physically or economically displaced and compensation, broken down by type of project
Supplier Social Assessment		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	<u>Our Management Approach - Managing Manufactured Capital - Procurement practices</u>
	103-2 The management approach and its components 103-3 Evaluation of the management approach	<u>Our Management Approach - Managing Manufactured Capital - Procurement practices</u> <u>Our Management Approach - Managing Manufactured Capital - Procurement practices</u>
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	<u>Manufactured Capital - Procuring responsibly - Responsible procurement</u>
	414-2 Negative social impacts in the supply chain and actions taken	<u>Manufactured Capital - Procuring responsibly - Responsible procurement</u>
Public Policy		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	<u>Our Management Approach - Managing Social and Relationship Capital - Public Policy Positions</u>
	103-2 The management approach and its components	<u>Our Management Approach - Managing Social and Relationship Capital - Public Policy Positions</u>
	103-3 Evaluation of the management approach	<u>Our Management Approach - Managing Social and Relationship Capital - Public Policy Positions</u>
GRI 415: Public Policy 2016	415-1 Political contributions	<u>Our Management Approach - Managing Social and Relationship Capital - Public Policy Positions</u>
Customer Health and Safety		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	<u>Manufactured Capital - Serving our customers - Customer health and safety</u>
	103-2 The management approach and its components Sector Specific: Assessment of resource planning, generation, transmission, distribution and use and processes for assessing community health risks and risks identified	<u>Manufactured Capital - Serving our customers - Customer health and safety</u>
	103-3 Evaluation of the management approach	<u>Manufactured Capital - Serving our customers - Customer health and safety</u>
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	<u>Manufactured Capital - Serving our customers - Customer health and safety</u>
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	<u>Sustainability at CLP - Compliance and Beyond - Legal compliance</u>

	EU25 Number of injuries and fatalities to the public involving company assets, including legal judgments, settlements and pending legal cases of diseases	Sustainability at CLP - Compliance and Beyond - Legal compliance			
Marketing and Labeling					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Manufactured Capital - Customer communications			
	103-2 The management approach and its components	Our Management Approach - Managing Manufactured Capital - Customer communications			
	103-3 Evaluation of the management approach	Our Management Approach - Managing Manufactured Capital - Customer communications			
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	Our Management Approach - Managing Manufactured Capital - Customer communications			
	417-2 Incidents of non-compliance concerning product and service information and labeling	Manufactured Capital - Serving our customers - Customer portfolio			
	417-3 Incidents of non-compliance concerning marketing communications	Manufactured Capital - Serving our customers - Customer portfolio			
Customer Privacy					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Manufactured Capital - Customer privacy			
	103-2 The management approach and its components	Our Management Approach - Managing Manufactured Capital - Customer privacy			
	103-3 Evaluation of the management approach	Our Management Approach - Managing Manufactured Capital - Customer privacy			
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Social and Relationship Capital - Supporting our customers - Customer privacy			
Socioeconomic Compliance					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Corporate Governance - Regulatory compliance			
	103-2 The management approach and its components	Our Management Approach - Corporate Governance - Regulatory compliance			
	103-3 Evaluation of the management approach	Our Management Approach - Corporate Governance - Regulatory compliance			
GRI 419: Socioeconomic Compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	Sustainability at CLP - Compliance and Beyond - Legal compliance			
		Social and Relationship Capital - Supporting our customers - Customer privacy			
GRI G4 Sector Disclosures					
Disclosure					Omission
			Part Omitted	Reason	Explanation
Electric Utilities					
Availability and Reliability					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Manufactured Capital - Availability and Reliability			
	103-2 The management approach and its components Ensure short and long-term electricity availability and reliability	Our Management Approach - Managing Manufactured Capital - Availability and Reliability			
	103-3 Evaluation of the management approach	Our Management Approach - Managing Manufactured Capital - Availability and Reliability			
EU10 Availability and Reliability	EU10 Planned capacity against projected electricity demand over the long term, broken down by energy source and regulatory regime	Our Management Approach - Managing Manufactured Capital - Availability and Reliability			
		Financial Capital - Strengthening our Hong Kong market - Scheme of Control Review			
		Manufactured Capital - Powering our communities - Availability and reliability			
Demand-Side Management					
GRI 103: Management	103-1 Explanation of the material topic and its Boundary	Our Management Approach - Managing Manufactured Capital - Demand-side management			

Approach 2016	103-2 The management approach and its components Demand-side management programs including residential, commercial, institutional and industrial programs	<u>Our Management Approach - Managing Manufactured Capital - Demand-side management</u>
	103-3 Evaluation of the management approach	<u>Manufactured Capital - Powering our communities - Availability and reliability</u> <u>Our Management Approach - Managing Manufactured Capital - Demand-side management</u>
Research and Development		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	<u>Our Management Approach - Managing Intellectual Capital - Research and Development</u>
	103-2 The management approach and its components Research and development activity and expenditure aimed at providing reliable electricity and promoting sustainable development	<u>Our Management Approach - Managing Intellectual Capital - Research and Development</u> <u>Intellectual Capital - Building research and development capability - Partnership and collaboration</u>
	103-3 Evaluation of the management approach	<u>Our Management Approach - Managing Intellectual Capital - Research and Development</u>
Plant Decommissioning		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	<u>Our Management Approach - Managing Manufactured Capital-HSSE - Safety and Nuclear Power</u>
	103-2 The management approach and its components Provisions for decommissioning of nuclear power sites	<u>Our Management Approach - Managing Manufactured Capital-HSSE - Safety and Nuclear Power</u> <u>Manufactured Capital - Optimising operational efficiency - Planning for efficiency</u>
	103-3 Evaluation of the management approach	<u>Our Management Approach - Managing Manufactured Capital-HSSE - Safety and Nuclear Power</u>
System Efficiency		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	<u>Manufactured Capital - Optimising operational efficiency - Planning for efficiency</u>
	103-2 The management approach and its components Provisions for decommissioning of nuclear power sites	<u>Manufactured Capital - Optimising operational efficiency - Planning for efficiency</u>
	103-3 Evaluation of the management approach	<u>Manufactured Capital - Optimising operational efficiency - Planning for efficiency</u>
EU11 System Efficiency	EU11 Average generation efficiency of thermal plants by energy source and by regulatory regime	<u>Manufactured Capital - Powering our communities - Power generation</u>
EU12 System Efficiency	EU12 Transmission and distribution losses as a percentage of total energy	<u>Manufactured Capital - Powering our communities - Transmission and Distribution</u>
Disaster/ Emergency Planning and Response		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	<u>Our Management Approach - Managing Manufactured Capital-HSSE - Emergency Management</u>
	103-2 The management approach and its components Contingency planning measures, disaster/emergency management plan and training programs, and recovery/restoration plans	<u>Our Management Approach - Managing Manufactured Capital-HSSE - Emergency Management</u> <u>Manufactured Capital - Optimising operational efficiency - Planning for efficiency</u>
	103-3 Evaluation of the management approach	<u>Our Management Approach - Managing Manufactured Capital-HSSE - Emergency Management</u>
Access		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	<u>Our Management Approach - Managing Social and Relationship Capital - Access to electricity</u>

	103-2 The management approach and its components Programs, including those in partnership with government, to improve or maintain access to electricity and customer support services	<u>Our Management Approach - Managing Social and Relationship Capital - Access to electricity</u>
	103-3 Evaluation of the management approach	<u>Our Management Approach - Managing Social and Relationship Capital - Access to electricity</u>
EU26 Access	EU26 Percentage of population unserved in licensed distribution or service areas	<u>Manufactured Capital - Powering our communities - Transmission and Distribution</u>
EU27 Access	EU27 Number of residential disconnections for non-payment, broken down by duration of disconnection and by regulatory regime	<u>Social and Relationship Capital - Empowering communities - Access to electricity</u>
EU28 Access	EU28 Power outage frequency	<u>Manufactured Capital - Powering our communities - Transmission and Distribution</u>
EU29 Access	EU29 Average power outage duration	<u>Manufactured Capital - Powering our communities - Transmission and Distribution</u>
EU30 Access	EU30 Average plant availability factor by energy source and by regulatory regime	<u>Manufactured Capital - Powering our communities - Power generation</u>
<u>Data and Download - Generation Performance of our assets</u>		
Provision of Information		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	<u>Our Management Approach - Managing Social and Relationship Capital - Access to electricity</u>
	103-2 The management approach and its components Practices to address language, cultural, low literacy and disability related barriers to accessing and safely using electricity and customer support services	<u>Our Management Approach - Managing Social and Relationship Capital - Access to electricity</u>
		<u>Manufactured Capital - Serving our customers - Customer portfolio</u>
	103-3 Evaluation of the management approach	<u>Our Management Approach - Managing Social and Relationship Capital - Access to electricity</u>